

Hawaii County Wireless E9-1-1 Status Report February 1, 2010 – February 28, 2010

• PSAP Operations

9-1-1 Call Volume – February 2010

PSAP	Total	Wireline	%	Wireless	%
HAWAII (*)	9,464	3,851	40.7%	5,613	59.3%

(*) Totals are based on calls to primary PSAP.

HAWAII		TOTAL PSAP 9-1-1 CALL VOLUME							
		Wireline		Wireless		Admin		Abandoned	
2010	Total	# of Calls	%to Total Wireline & Wireless	# of Calls	%to Total Wireline & Wireless	# of Calls	%to Total Calls	# of Calls	%Abandoned to Total
December									
November									
October									
September									
August									
July									
June									
May									
April									
March									
February	9,464	3,851	40.7%	5,613	59.3%	0	0.0%	1,051	11.1%
January	10,574	4,293	40.6%	6,279	59.4%	2	0.0%	1,146	10.8%
TOTAL YTD	20,038	8,144	40.6%	11,892	59.4%	2	0.0%	2,197	11.0%
AVG PER MO	10,019	4,072		5,946		1		1,099	
<u>Note:</u>		Total Calls include Administrative calls that are not direct 911 calls.							

HAWAII		TRANSFERRED TO FIRE									
		Wireline			Wireless			Admin		Abandoned	
2010	Total	# of Calls	%to Total Wireline & Wireless	%of Total Wireline	# of Calls	%to Total Wireline & Wireless	%of Total Wireless	# of Calls	%to Total Calls	# of Calls	%Abandoned to Total
December											
November											
October											
September											
August											
July											
June											
May											
April											
March											
February	1,750	885	50.6%	23.0%	864	49.4%	15.4%	1	0.1%	45	2.6%
January	2,000	971	48.6%	22.6%	1,027	51.4%	16.4%	2	0.1%	47	2.4%
TOTAL YTD	3,750	1,856	49.5%	22.8%	1,891	50.5%	15.9%	3	0.1%	92	2.5%
AVG PER MO	1,875	928			946			2		46	
<u>Note:</u>		Total Calls include Administrative calls that are not direct 911 calls.									

Notes:

- (1) "Abandoned" calls represent the number of incoming 9-1-1 calls for which the caller had hung up before a call-taker answered.
- (2) "Abandoned" calls are included in the "Wireline" and "Wireless" counts respectively. The standard CML reports do not provide a break-out of "Abandoned" calls between "Wireline" and "Wireless" calls.
- (3) Total call volumes include Administrative calls. (Administrative calls = Calls made between 911 positions but are not 911 calls.)

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- PSAP Operations (continued)**

Wireless Test – February 2010

Date	WSP	Sites Tested	Sectors Tested	Tested By:
2/17/10	Mobi PCS	1	3	Hawaii PSAP

- 2/1/10 --
Ongoing Akimeka personnel continues to monitor an open AT&T Mobility trouble ticket (11/21/09) for missing house number (HN), street and community information when transferring a WPH2 call or rebidding a WPH2 call. Trouble was isolated to signalling problems. Plans are underway between AT&T Mobility and Intrado to upgrade their network and resolve the trouble.
- A projected completion date to resolve this trouble is March 31, 2010 according to Goldie Cross of AT&T Mobility. The completion date is dependent on a rehomeing project and tower validation. Once that is completed, AT&T Mobility will work with Intrado to do changes island by island to the CGI information that allows tower information (addressing) to display when rebidding or transferring to a secondary PSAP. All involved parties have agreed to the projected completion date which could change due to PSAP availability for testing.
- 2/1/10 --
Ongoing Akimeka personnel distributed updates, hearing notices and support for bills involving 9-1-1 to the Neighbor Island PSAPs. Current pending legislation is SB2620 and HB2274 - Independent Audit, SB2695 and HB2542 - Transfer of Non-General Funds, and SB2769 - Emerging Technologies.
- 2/1/10 --
Ongoing OnStar, Intrado and Akimeka personnel continue to work on potential testing dates for the Neighbor Island PSAPs. Testing will include Latitude and Longitude of the vehicle on the Plant/CML screen.
- 02/08/10 Akimeka personnel distributed meeting information to the Neighbor Island PSAPs regarding the February 25th NENA Governmental teleconference.
- 2/11/10 --
Ongoing Akimeka personnel continued to work with Wireless Enhanced Board Executive Director, Mr. Glenn Roach, to review and post questions involving Safelink/Trafone certification.
- 02/12/10 Akimeka personnel participated in a webinar regarding "3-1-1 & 9-1-1 Jurisdictional Call Centers".
- 02/25/10 Akimeka personnel participated in the monthly APCO Data Transfer Committee conference call.
- 02/25/10 Akimeka personnel participated in the monthly NENA Governmental conference call.
- 02/27/10 The State of Hawaii was under a tsunami warning as a result of the earthquake in Chile. The first sirens were sounded at 6:00 a.m. HST. Fortunately, the State of Hawaii did not sustain any damage as a result of the multiple tsunami waves and all residents and property were protected.

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• MSAG

Current Month – February 2010

2010		9-1-1NET REQUESTS							(a)	(b)	
		Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected	Customer Address Change Requests Submitted	In Suspended Status as of Report Month End	
PSAP	TOTAL									# of Transactions	TNs Affected
HAWAII	126	105	47	13	15	17	13	118	21	0	0

Revised categories and report format changes effective April 2009.

A total of 126 transactions were made on the MSAG database according to centerlines and addresses provided by the County. See attached spreadsheet for a detailed description of changes and additions. Many other records were evaluated for updates but haven't been changed.

During the month of February 2010, 118 customer ANI/ALI records were corrected as a direct result of the 105 change requests made to the MSAG database. Twenty-one (21) ALI discrepancy reports were submitted to 911Net. There are currently no requests under Suspended or Requested status and all 701/709 issues have been resolved. Additionally, contact with VoIP service providers was initiated to discuss Hawaiian Telcom Format 6 compliancy regarding the Driving Directions field. Resolution is pending.

There are no records in Suspended status as of February 28, 2010.

Year-to-Date (YTD) Summary – 2010

HAWAII		9-1-1NET REQUESTS							(a)	(b)	
		Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected (*)	Customer Address Change Requests Submitted	In Suspended Status as of Report Month End	
2010	TOTAL									# of Transactions	TNs Affected
December											
November											
October											
September											
August											
July											
June											
May											
April											
March											
February	126	105	47	13	15	17	13	118	21	0	0
January	232	192	61	18	35	59	19	114	40	0	0
TOTAL YTD	358	297	108	31	50	76	32	232	61		
AVG PER MO	179	149	54	16	25	38	16	116	31		

(*) Applies to Change, Delete and Insert categories

Notes: Revised categories and report format changes effective April 2009.

Definitions:	(a)	Represents customer address change requests identified by Akimeka and submitted to Intrado to correct the customer records and/or MSAG.
	(b)	Represents what is in suspension status at the end of the report month -- awaiting further action by County, Telco, or Akimeka.

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- Mapping Layers Updated/Loaded Into GIS – February 2010**

HAWAII				
Type of Layer	Akimeka GIS Server		Date Loaded Into PSAP GIS Server	Other/Remarks
	Date Created/ Edits Performed	Date Uploaded to Server		
WSP Cell Towers				
	02/26/10			Per AT&T Mobility Annual Audit
	02/22/10			
			02/16/10	
	02/12/10			Per Sprint CRSS -- 1 tower/3 sectors
Street Centerline				
			02/16/10	
	02/15/10			
	02/03/10			
	02/02/10			
Address Points				
	02/26/10			
	02/25/10			
			02/16/10	
	02/05/10			
	02/04/10			
	02/02/10			
Psuedo Address Points				
	02/26/10			
	02/16/10		02/16/10	
Parcels				
Churches				
Coastal Names				
	02/26/10			
Communities				
Critical Infrastructure				
Emergency Callboxes				
	02/16/10		02/16/10	
Fire Beats				
Fire District				
			02/16/10	Aesthetic changes were made to the Fire Districts based on input received from Fire Dispatch.
Fire ESZ				
			02/16/10	
Fire Stations				
Food & Beverage				
Hospitals				
	02/26/10			

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- Mapping Layers Updated/Loaded Into GIS – February 2010
(continued)

HAWAII				
Type of Layer	Akimeka GIS Server		Date Loaded Into PSAP GIS Server	Other/Remarks
	Date Created/ Edits Performed	Date Uploaded to Server		
Hotels				
Milepost Markers				
National and State Parks	02/26/10			
Ocean Rescue				
Points of Interest	02/26/10 02/25/10			
Police Beat Boundaries				
Police District				
Police ESZ				
Police Stations				
Post Office				
Schools	02/26/10 02/25/10			
Service Station			02/16/10	New service station layer was added to the map
Subdivisions				

(*) Every time the GIS Update tool is used, Indexes and Cache have to be built. The Positron system configurator is adjusted every time a layer is loaded in the PowerMap database. Each PSAP position is updated accordingly.

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• Mapping Layers Updated/Loaded Into GIS – February 2010 (continued)

HAWAII				
Type of Layer	Akimeka GIS Server		Date Loaded Into PSAP GIS Server	Other/Remarks
	Date Created/ Edits Performed	Date Uploaded to Server		
Trails				
Tsunami Evacuation Zones				
Tsunami Roadblocks				

(*) Every time the GIS Update tool is used, Indexes and Cache have to be built. The Positron system configurator is adjusted every time a layer is loaded in the PowerMap database. Each PSAP position is updated accordingly.

<u>Note:</u>	Street Centerline, Address Points, and Parcels layers are provided by Hawaii County.
	Akimeka has been instructed to not perform any edits on the Parcels layers as provided. Akimeka uploads the layer into the Akimeka GIS Server and PSAP GIS Server accordingly.
	For the Street Centerline and Address Points layers, effective November 25, 2009, Akimeka will compare and incorporate the County's changes into Akimeka's Street Centerline and Address Points layer.

Current Month GIS Activities – February 2010

02/01/10	Akimeka GIS personnel updated the ArcReader Project for the Hawaii County Fire Department.
02/04/10	Akimeka GIS personnel delivered Basemap GIS layers to Intergraph for map update.
02/04/10	Akimeka GIS personnel rectified the condo maps to add address points for condo/apartment units.
02/16/10	Akimeka GIS personnel reached out to Sergeant Matsumoto for help to identify a few streets in order to complete the speed limit data and to verify the Community layer.

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- Service Requests Transactions

Open Service Requests – February 2010

#	Date	Ticket #	Description	Category	Urgency	Comments
1	02/22/10	160	<u>Incorrect Address:</u> TN = 808/930-4654	MSAG - ANI/ALI Discrepancy	Normal	Request to update record sent to PLN; correction pending.

Thirteen (13) pending Service Requests were cleared in the month of February 2010. Ticket #147 was inadvertently not included in the January 2010 report and should have been reflected as a pending Service Request. This ticket was also closed in February 2010. All record changes were made accordingly.

Year-to-Date (YTD) Summary – 2010

HAWAII				SERVICE REQUEST CATEGORIES							
2010	TOTAL			911 Map		MSAG		Request Training		Suggestions	
	Created	Closed	Open	Created	Closed	Created	Closed	Created	Closed	Created	Closed
December											
November											
October											
September											
August											
July											
June											
May											
April											
March											
February	6	18	1	1	1	5	17	0	0	0	0
January	24	11	13	0	0	24	11	0	0	0	0
TOTAL	30	29	1	1	1	29	28	0	0	0	0
<u>Note:</u> Open Service Requests reflect what is in pending status at the end of the report month.											

Definitions:	Category	Description
	911 Map	Mapping computer not functioning or displaying properly
	MSAG	Discrepancies with 9-1-1 MSAG addresses
	Request Training	E-911 Operations training needs
	Suggestions	Vehicle to share suggestions